



CITY OF HOUSTON

Job Posting

Applications accepted from:

All Interested Parties

Job Classification

9-1-1 PSAP SUPERVISOR

Posting Number

PN# 111994

Department

HOUSTON EMERGENCY CENTER

Division

HEC EMERGENCY

Section

9-1-1 & Police Call Taking

Reporting Location

5320 North Shepherd

Workdays & Hours

Rotating Shifts AND Workdays

**Subject to change*

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Monitor the productivity and performance of 911Telecommunicators and Police Telecommunicators. Develop personnel schedules to ensure ample coverage on all shifts. Perform daily personnel activities including training 911Telecommunicators and Police Telecommunicators, conducting employee performance evaluations, counseling, and enforcing HEC policies and procedures. Assist with developing and updating manuals (i.e. policies and procedures, training, etc.). Analyze equipment problems and initiate requests for repairs to be performed on equipment. May be required to be on call during emergency situations.

WORKING CONDITIONS

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 lbs. May have to sit for long periods of time.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires an Associate's degree in Business Administration, Public Administration, Social Science, General Studies certification / licensing in a technical specialty program of over 18 months and up to three years duration or the equivalent. Must provide certification of the successful completion of a telecommunications training program in compliance with the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) guidelines, or the program must be completed within one year after employment. May require bilingual ability to talk to citizens who are not fluent in English.

MINIMUM EXPERIENCE REQUIREMENTS

Two years of supervisory or equivalent professional experience preferably in an emergency environment or in a heavy call volume environment are required. Experience as a supervisor in an emergency communication environment may be substituted on a year-for-year basis for the above education requirement.

MINIMUM LICENSE REQUIREMENTS

Valid Texas Driver=s License and compliance with the City of Houston policy on driving (AP 2-2).

PREFERENCES

SELECTION/SKILLS TESTS REQUIRED None

SAFETY IMPACT POSITION ☐ Yes ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate=s qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 21
\$1,211 - \$1,734 \$31,486 - \$45,084 Annually

OPENING DATE July 19, 2006

CLOSING DATE Open to Fill

APPLICATION PROCEDURES

Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9471.**

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